

FOR PROVIDERS USING A THIRD-PARTY OR ALTERNATE EVV SYSTEM

While RI-EOHHS will be offering the RI-EOHHS Sandata SAM Electronic Visit Verification (EVV) system to agency providers, agency providers may choose to use their own, third-party (“Alternate”) EVV system. Agency providers may use an Alternate EVV system if they meet the business requirements and data collection specifications found in the following documents located on the RI-EOHHS EVV website:

[http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification\(EVV\).aspx](http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx)

If you plan to use an Alternate EVV system, please contact Sandata to initiate the certification process to link your current system to the RI-EOHHS Aggregator. The Sandata Alternate EVV support team can be reached by email at RIAltEVV@sandata.com. Please note this email address is strictly for Alternate EVV inquiries. Additionally, initial contact with the Sandata Alternate EVV support team should be made by the providers and they should have their vendor contact information readily available, as it will be requested.

Your system should be approved and operational by **12/1/2019**. Please be aware that the certification process can require up to 60 days, therefore it is important to allow sufficient time for development and testing.

If you have any questions about using an Alternate EVV system, please reach out to the Sandata Alternate EVV support team by email at RIAltEVV@sandata.com. If you have general questions about EVV, please refer to the [RI-EOHHS EVV Website](#) or contact the Margaret.Carpinelli@ohhs.ri.gov

Milestone Dates for Planning:

DATE	
<input type="checkbox"/>	Request for testing credentials
<input type="checkbox"/>	Complete Alternate EVV Interface Testing Process
<input type="checkbox"/>	Complete the Self-Paced Aggregator Training via LMS
<input type="checkbox"/>	Identify Go-Live Date and Request Alternate EVV Production Credentials
<input type="checkbox"/>	Begin Sending EVV Data and Confirm Live Data is in Aggregator

Please note that while both a phone number and email address are provided for Alternate EVV support, as there are technical data exchanges and responses in this process, email is favorable.

Beginning November 5th, you can begin to request for testing credentials

If you plan to use an Alternate EVV system, please contact Sandata to initiate the certification process to link your current system to the RI-EOHHS Aggregator. The Sandata Alternate EVV support team can be reached by phone 855-781-2079 or by email at RIAltEVV@sandata.com.

Complete Alternate EVV Interface Testing Process

Sandata will send testing credentials to the provider. The provider is responsible to obtain and submit those testing credentials to their vendor. The vendor will then prepare the test files for submission to Sandata for review. It is critical that the provider is in contact with the vendor to ensure the test file is submitted with the requested data fields.

When the vendor *has sent test files for Sandata to review, the vendor will need to notify Sandata's Customer Support by contacting 855-781-2019 or RIALTEVV@sandata.com*

- **It is critical that this step is completed as Sandata does not receive alerts when testing files are sent. It is also important to specify the testing scenario that is included under each file UUID, at the time that you notify Sandata that testing files have been sent. Sandata needs to know which test scenarios to be expecting.**

Vendors must complete the Testing Checklist and send it to Sandata, along with test files. Sandata will review the test file to ensure Cures Act compliance.

Complete the Self-Paced Aggregator Training via LMS

A reminder that providers will need to complete self-paced training prior to obtaining production credentials.

Request Production Credentials

After Aggregator training has been completed, the provider will email Sandata and request production credentials which will allow login to the Sandata Aggregator. A copy of the Aggregator training completion certificate should be attached to the email as verification that training has been successfully completed. Production credentials for the Sandata Aggregator will be different than the credentials used for testing.

Begin Sending EVV Data and Confirm Live Data in Aggregator

Complete login steps for the Sandata Aggregator.

Once providers have completed the above steps, providers can and should begin using Aggregator. RI-EOHHS expects users to begin using EVV once authorization has occurred, so we can work on any issues that may come up.

Some additional steps you can take to ensure your agency is ready:

Begin to develop and communicate your EVV policy with your agency personnel. Some additional resources can be found on the [RI-EOHHS EVV Website](#) to discuss EVV with employees so they know what to expect for their day-to-day workflow.

Stay Up-To-Date on EVV Program News: To receive Provider updates by email, if you are not already receiving them, please email riproviderservices@dxc.com to be added to the distribution list. Please include the primary type of services you provide. You may also review [http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification\(EVV\).aspx](http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx) to make sure you don't miss updates.

RI-EOHHS is committed to the success of the EVV program. Should you have any questions or concerns, please contact the support line at 855-781-2079. Questions about Alt. EVV can be sent to RIAltEVV@sandata.com.